

Antonia Hover

From: Ellen Plendl
Sent: Tuesday, February 15, 2022 3:10 PM
To: Consumer Correspondence
Subject: Docket No. 20210015
Attachments: Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; FW Florida Power and Light has increase on bill over 25% ; FW FPL; FW Gotta do something about FPL; FW FPL in NW Florida ; FW FPL; FW FPL in NW Florida; FW FPL rates in Pensacola; FW FPL electricity price gouging; Consumer Inquiry - Florida Power & Light Company; Consumer Inquiry - Florida Power & Light Company; FW Florida Power and Light; FW The New Power Company

See attached customer correspondence and FPSC replies for Docket No. 20210015.

Antonia Hover

From: Ellen Plendl
Sent: Tuesday, February 15, 2022 2:53 PM
To: 'bob@ruheavenbound.org'
Subject: Consumer Inquiry - Florida Power & Light Company

Mr. Bob Taylor
bob@ruheavenbound.org

RE: FPSC Inquiry 1390199C

Dear Mr. Taylor:

The Governor's office forwarded a copy of your email regarding Florida Power & Light Company (FPL) to the Florida Public Service Commission (FPSC). The FPSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the FPSC. The FPSC has authority in the telephone industry which is limited to the Lifeline Assistance Program, Florida Relay Service, and pay telephone service. We appreciate the opportunity to respond directly to you.

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As part of the evaluation process for FPL's rate request, the FPSC conducted 12 virtual service hearings in June and July to allow feedback from FPL and Gulf customers about utility service and the rate-setting process.

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We will add your feedback to Docket No. 20210015, regarding FPL's petition.

If you have any questions, please contact me at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Ellen Plendl
Regulatory Consultant
Florida Public Service Commission
Office of Consumer Assistance & Outreach
1-800-342-3552 (phone)
1-800-511-0809 (fax)

Antonia Hover

From: Ellen Plendl
Sent: Tuesday, February 15, 2022 2:47 PM
To: 'romykettlewell@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Romy Kettlewell
romykettlewell@gmail.com

RE: FPSC Inquiry 1390196C

Dear Ms. Kettlewell:

The Governor's office forwarded a copy of your email regarding Florida Power & Light Company (FPL) to the Florida Public Service Commission (FPSC). The FPSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the FPSC. The FPSC has authority in the telephone industry which is limited to the Lifeline Assistance Program, Florida Relay Service, and pay telephone service. We appreciate the opportunity to respond directly to you.

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Sincerely,

Ellen Plendl
Regulatory Consultant
Florida Public Service Commission
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1-800-342-3552 (phone)
1-800-511-0809 (fax)

Antonia Hover

From: Ellen Plendl
Sent: Tuesday, February 15, 2022 2:44 PM
To: 'melanielough71@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Melanie Lough
melanielough71@gmail.com

RE: FPSC Inquiry 1390194C

Dear Ms. Lough:

The Governor's office forwarded a copy of your email regarding Florida Power & Light Company (FPL) to the Florida Public Service Commission (FPSC). The FPSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the FPSC. The FPSC has authority in the telephone industry which is limited to the Lifeline Assistance Program, Florida Relay Service, and pay telephone service. We appreciate the opportunity to respond directly to you.

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Sincerely,

Ellen Plendl
Regulatory Consultant
Florida Public Service Commission
Office of Consumer Assistance & Outreach
1-800-342-3552 (phone)
1-800-511-0809 (fax)

Antonia Hover

From: Ellen Plendl
Sent: Tuesday, February 15, 2022 2:42 PM
To: 'limeforgoose1@yahoo.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Mr. John Pool
limeforgoose1@yahoo.com

RE: FPSC Inquiry 1390193C

Dear Mr. Pool:

The Governor's office forwarded a copy of your email regarding Florida Power & Light Company (FPL) to the Florida Public Service Commission (FPSC). The FPSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the FPSC. The FPSC has authority in the telephone industry which is limited to the Lifeline Assistance Program, Florida Relay Service, and pay telephone service. We appreciate the opportunity to respond directly to you.

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Sincerely,

Ellen Plendl
Regulatory Consultant
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1-800-342-3552 (phone)
1-800-511-0809 (fax)

Antonia Hover

From: Ellen Plendl
Sent: Tuesday, February 15, 2022 2:39 PM
To: 'bordert@earthlink.net'
Subject: Consumer Inquiry - Florida Power & Light Company

bordert@earthlink.net

RE: FPSC Inquiry 1390192C

The Governor's office forwarded a copy of your email regarding Florida Power & Light Company (FPL) to the Florida Public Service Commission (FPSC). The FPSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the FPSC. The FPSC has authority in the telephone industry which is limited to the Lifeline Assistance Program, Florida Relay Service, and pay telephone service. We appreciate the opportunity to respond directly to you.

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Sincerely,

Ellen Plendl
Regulatory Consultant
Florida Public Service Commission
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1-800-342-3552 (phone)
1-800-511-0809 (fax)

Antonia Hover

From: Ellen Plendl
Sent: Tuesday, February 15, 2022 2:37 PM
To: 'Brenda@hibbard-online.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Brenda L. Hibbard
Brenda@hibbard-online.com

RE: FPSC Inquiry 1390191C

Dear Ms. Hibbard:

The Governor's office forwarded a copy of your email regarding Florida Power & Light Company (FPL) to the Florida Public Service Commission (FPSC). The FPSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the FPSC. The FPSC has authority in the telephone industry which is limited to the Lifeline Assistance Program, Florida Relay Service, and pay telephone service. We appreciate the opportunity to respond directly to you.

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Regulatory Consultant
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1-800-342-3552 (phone)
1-800-511-0809 (fax)

Antonia Hover

From: Ellen Plendl
Sent: Tuesday, February 15, 2022 2:34 PM
To: 'Corvettedude1947@hotmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Mr. Harry D Collis Jr
Corvettedude1947@hotmail.com

RE: FPSC Inquiry 1390190C

Dear Mr. Collis:

The Governor's office forwarded a copy of your email regarding Florida Power & Light Company (FPL) to the Florida Public Service Commission (FPSC). The FPSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the FPSC. The FPSC has authority in the telephone industry which is limited to the Lifeline Assistance Program, Florida Relay Service, and pay telephone service. We appreciate the opportunity to respond directly to you.

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1-800-342-3552 (phone)
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Antonia Hover

From: Ellen Plendl
Sent: Tuesday, February 15, 2022 2:24 PM
To: 'DFarris@localiq.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Diane Farris
DFarris@localiq.com

RE: FPSC Inquiry 1390188C

Dear Ms. Farris:

The Governor's office forwarded a copy of your email regarding Florida Power & Light Company (FPL) to the Florida Public Service Commission (FPSC). The FPSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the FPSC. The FPSC has authority in the telephone industry which is limited to the Lifeline Assistance Program, Florida Relay Service, and pay telephone service. We appreciate the opportunity to respond directly to you.

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Antonia Hover

From: Ellen Plendl
Sent: Tuesday, February 15, 2022 2:20 PM
To: 'taylorannedavis42@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Tayler Anne Davis
taylorannedavis42@gmail.com

RE: FPSC Inquiry 1390187C

Dear Ms. Davis:

The Governor's office forwarded a copy of your email regarding Florida Power & Light Company (FPL) to the Florida Public Service Commission (FPSC). The FPSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the FPSC. The FPSC has authority in the telephone industry which is limited to the Lifeline Assistance Program, Florida Relay Service, and pay telephone service. We appreciate the opportunity to respond directly to you.

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The settlement agreement reduces FPL's original revenue petition from \$1.1 billion to \$692 million in 2022 and from \$605 million to \$560 million in 2023. The utility's proposed return on equity midpoint was reduced from 11.5 to 10.6 percent.

You may review all the information filed for Commission consideration in docket 20210015 by accessing the FPSC website at <http://www.floridapsc.com>. Under the Clerk's Office tab at the top of the page, click on Dockets. Type in the docket number 20210015. Click the Search button. Then select Document Filings Index for a list of all filings in the docket. This procedure allows you to view all of the information filed by the utility and other parties in the docket.

We will add your feedback to Docket No. 20210015, regarding FPL's petition.

If you have any questions, please contact me at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Ellen Plendl
Regulatory Consultant
Florida Public Service Commission
Office of Consumer Assistance & Outreach
1-800-342-3552 (phone)
1-800-511-0809 (fax)

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Tuesday, February 15, 2022 2:14 PM
To: Ellen Plendl
Subject: FW: Florida Power and Light has increase on bill over 25%

Please find attached email received by the Governor's Office of Citizen Services. This email is forwarded to your office for review and any response or action appropriate.

Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: Bob Taylor <bob@ruheavenbound.org>
Sent: Monday, February 14, 2022 8:23 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Florida Power and Light has increase on bill over 25%

Dear Sir

Florida Power and Light has increase on bill over 25% for the approximately the same number of kilowatts.

February 2021 I used 1496 Kilowatts which cost \$198.43

February 2022 I used 1479 Kilowatts which cost \$245.81

The increase far exceeds the 12% authorized the by in commission in Oct of 2021. Please do not allow the 25% to stand.

Bob Taylor
409 Twin Lakes
Pensacola FL 32404

Please note that under Florida law correspondence sent to the Governor's Office, which is not confidential or exempt pursuant to chapter 119 of the Florida Statutes, is a public record made available upon request.

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Tuesday, February 15, 2022 2:13 PM
To: Ellen Plendl
Subject: FW: FPL

Please find attached email received by the Governor's Office of Citizen Services. This email is forwarded to your office for review and any response or action appropriate.

Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: Romy Kettlewell <romykettlewell@gmail.com>
Sent: Monday, February 14, 2022 1:40 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: FPL

Is there any way you can stop FPL and their insane rate hikes? This has to be in violation of Anti Trust laws, as it gives them an advantage in the marketplace. Please help us and our friends and neighbors on the Emerald Coast.

Sincerely,

Romy Kettlewell
Fort Walton Beach, Florida

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Tuesday, February 15, 2022 2:13 PM
To: Ellen Plendl
Subject: FW: Gotta do something about FPL

Please find attached email received by the Governor's Office of Citizen Services. This email is forwarded to your office for review and any response or action appropriate.

Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: Melanie Lough <melanielough71@gmail.com>
Sent: Tuesday, February 15, 2022 1:27 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Gotta do something about FPL

Gov. DeSantis,

I'm writing to you to ask you to please look into helping the residents of NW Florida from the atrocities that the PSC has approved to allow FP&L to raise rates up to 36%.

There are so many people being negatively impacted by the rate increase and numerous people are also showing that their bill is reporting an increase in usage also that they haven't seen in the history of their homes.

We personally have solar power at our home and our January bill was the same as January 2021 except we didn't have solar last year.

I have attached a story of someone that is absolutely struggling and there are many many more stories like hers in just one fb group that i am in.

NWF is red country. We are what brings a win to your election and other republicans in FL. There is so much talk right now that FPL was a big contributor to your campaign. We love what you have done so far but if you don't speak up and look into what is going on with your constituents in NWF i can surely say that people are upset and will remember come election time.

We just want you to look into this and ask the PSC to re-evaluate the approval that was done to help FPL get rich and now putting FL residents in dire circumstances. They are having to choose between eating and paying electric bills.

Appreciate all

You have done and have faith that you will do the right thing,

Melanie Lough



FP&L Price Gouging - Northwest Florida

Kelly Mask · 1h · 🗨️

Well reality has finally hit me, and that is I'm gonna lose power here soon, and I will admit this is the worst feeling in the world, because I have a 9 yr old Grandson, that has lived with me for the last 4 yrs, with this last being ordered by DCF, and being that I'm the only family member that was willing, and that passed their background check, I now can lose him to the foster care system and lose power, so talk about the stress this has put on me I haven't slept, and ate in days, I cry all night, I get mad and angry, it is just something so far out in left field of a reason that me the only person who has been there for his life, provided him a safe home, he never had to wonder where he was gonna sleep or where he was gonna get to eat, could he bath, wear clean clothes, I promised him I would never let anything happen to him again, that he would always be with me and over the years, he has come out of his shell, relaxed, starting to be a kid, having



FP&L Price Gouging - Northwest Florida

Kelly Mask · 1h · 🗨️

using power like they always have, than there were others who's bill went up some, but not through the and they cut back on something's, but not to much there was my group I'm in and that's were our bills up hundreds of dollars, tripled and we had cut back some like myself after having to spend other bill money and money to live on for the month to pay last month insane bill, I cut out everything I could, and that means heat was set low, we wore layers, of clothing, and stay wrapped in blankets when home, cut washing and dry cloths out completely, I go to laundromat, no outdoor lights, no watering my yard, cause I'm on well water have pump, cook fast meals, wash dishes in record and shower in record time, we have 1 tv and I living room light that stays on while we're awake and no heat at while we're sleeping so imagine how I felt when I saw bill with a week to go was already over \$700, And know



FP&L Price Gouging - Northwest Florida

Kelly Mask · 1h · 🗨️

month, and than I would be right back where I'm at work a \$12 hour job at 35 to 38 hours a week, I pay bills and provide for my Grandson, whom I have yet receive any child support on, and yes there is a acti case but FL is in no hurry so believe me I know wha I,can spend on what, and I knew all about the switc and increase in fuel prices,and I thought I was read had there not been something crooked going on an trying to say I'm using way more power than I am,I had been ok, but when a bill goes up over \$300 and you've cut back I already knew something was off s go up almost\$100 more this month, and I've cut da near everything sure enough proves to me, that FPI doing something fishy,cause if they weren't dirty in they would be bending over backwards to fix this is instead of blowing us off. I do hope somebody bring them down, but really don't see that happening, bu

Sent from my iPhone

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Tuesday, February 15, 2022 2:08 PM
To: Ellen Plendl
Subject: FW: FPL in NW Florida

Please find attached email received by the Governor's Office of Citizen Services. This email is forwarded to your office for review and any response or action appropriate.

Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

-----Original Message-----

From: David Pool <limeforgoose1@yahoo.com>
Sent: Sunday, February 13, 2022 5:08 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: FPL in NW Florida

Sir, please take action against FPL and get our electricity bills lowered! Our electric bills have doubled and tripled since they purchased Gulf Power. I'm asking you to open an investigation into the huge increase in our bills. You have a tremendous amount of upset citizens/voters here in NW Florida.

Thank you,
John Pool
61 Commerce Blvd
Defuniak Springs, FL 32433
850-419-6510

Sent from my iPhone

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Tuesday, February 15, 2022 2:07 PM
To: Ellen Plendl
Subject: FW: FPL

Please find attached email received by the Governor's Office of Citizen Services. This email is forwarded to your office for review and any response or action appropriate.

Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: Brenda L. Hibbard <Brenda@hibbard-online.com>
Sent: Saturday, February 12, 2022 8:37 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: FPL

There is clearly a problem with FPL, they are turning resident's power off prior to figuring out why their bills are three or four times higher than the previous months. This should not be allowed, I fear your re-election may be in grave jeopardy. We moved from MN to Florida because of you, but what they are doing is wrong and I really would like to see you re-elected.

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Tuesday, February 15, 2022 2:07 PM
To: Ellen Plendl
Subject: FW: FPL in NW Florida

Please find attached email received by the Governor's Office of Citizen Services. This email is forwarded to your office for review and any response or action appropriate.

Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: Doug Collis <corvettedude1947@hotmail.com>
Sent: Saturday, February 12, 2022 4:04 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: FPL in NW Florida

Mr. Governor,

As a concerned citizen, an admirer and a Constitutional Conservative, I implore you to take stock in a grave situation occurring in NW Florida. As you are surely aware, FPL recently took over all power operations in NW Florida from Gulf Power.

Perceived or real, customers of FPL are up in arms over severe increases in their power bills. There have been a minimum of two protests that I am personally aware of and apparently at least one law firm that is establishing litigation with respect to the myriad of complaints generated by FPL's apparent unyielding response to concerns.

I personally have no issues in this regard. I voice this concern because, as of the last couple days, much of the verbal bashing I have noted on the NEXTDOOR website, throws responsibility in your lap. I would hate to see a severe loss of Republican/Conservative influence in NW Florida were this situation not appropriately addressed.

I will simply add this in closing; From one sailor to another, the natives are very restless.

Respectfully submitted,

Harry D Collis Jr
Corvettedude1947@hotmail.com
(720) 939-3540

Sent from [Mail](#) for Windows

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Tuesday, February 15, 2022 2:06 PM
To: Ellen Plendl
Subject: FW: FPL rates in Pensacola

Please find attached email received by the Governor's Office of Citizen Services. This email is forwarded to your office for review and any response or action appropriate.

Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

-----Original Message-----

From: Farris, Diane <DFarris@localiq.com>
Sent: Saturday, February 12, 2022 2:40 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: FPL rates in Pensacola

Good afternoon,

First let me say I voted for you and I thank you for all you are doing in keeping Florida free from all the crazy wokeness going on in other parts of the country.

Please look into what is going on with the huge rate hike that FPL has brought to Pensacola. You may be aware if the sale of Gulf Power to FPL, but you may not be aware of the level of pain everyone is feeling from our heating bills going up 1/3 as soon as they took over. I highly encourage you to look into this.

Thank you,
Diane Farris
Sent from my iPhone

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Tuesday, February 15, 2022 2:05 PM
To: Ellen Plendl
Subject: FW: FPL electricity price gouging

Please find attached email received by the Governor's Office of Citizen Services. This email is forwarded to your office for review and any response or action appropriate.

Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

-----Original Message-----

From: Tayleranne <taylerannedavis42@gmail.com>
Sent: Saturday, February 12, 2022 11:30 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: FPL electricity price gouging

Governor Desantis,

After Florida Power & Light took over Gulf Power on the Panhandle, the communities electric bills have doubled and in some instances tripled. This is not sustainable for our community. As a Special Forces spouse and Okaloosa County resident, I am very worried about how this is going to impact my family and our military families. I have a baby on the way and I don't know how we're going to keep our house at a healthy temperature to keep our child safe. People in our community are having their power turned off even after paying their bills. This is a public health concern and we need your help. I am asking you to please look into these concerns and help us come to a conclusion that is fair and safe for everyone.

Thank you for your time,
Tayler Anne Davis

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Antonia Hover

From: Ellen Plendl
Sent: Tuesday, February 15, 2022 12:42 PM
To: 'samiek942@gmail.com'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Samantha Mann
samiek942@gmail.com

RE: FPSC Inquiry 1390166C

Dear Ms. Mann:

The Governor's office forwarded a copy of your email regarding Florida Power & Light Company (FPL) to the Florida Public Service Commission (FPSC). The FPSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the FPSC. The FPSC has authority in the telephone industry which is limited to the Lifeline Assistance Program, Florida Relay Service, and pay telephone service. We appreciate the opportunity to respond directly to you.

When a utility company files an application for a rate increase with the FPSC, it must explain the need for the requested increase. Its petition must be accompanied by minimum filing requirements (MFRs), which are schedules and reports containing the operation, financial, economic, and rate information needed by the FPSC staff to evaluate the company's revenue increase request, rate structure, and quality of service. The company's proposal and financial information are closely analyzed before a Commission decision is made.

The utility also forecasts how much money is needed to cover its expenses in the next year. This includes a proposed return on its investment in assets used to provide service to its customers (such as power plants, electric lines, or gas mains), which the utility uses to pay interest on money it borrows and to compensate investors. The utility must also propose the classes of customers that will pay for the increase, usually categorized as residential, commercial, and industrial.

The utility application, the technical hearing and service hearing testimony and exhibits become part of the case record that Commissioners use to make decisions about the case.

The Commissioners review the information, based on the record, and make their decisions about the case in an open meeting through a written "order."

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The settlement agreement reduces FPL's original revenue petition from \$1.1 billion to \$692 million in 2022 and from \$605 million to \$560 million in 2023. The utility's proposed return on equity midpoint was reduced from 11.5 to 10.6 percent.

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We will add your feedback to Docket No. 20210015, regarding FPL's petition.

If you have any questions, please contact me at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Ellen Plendl
Regulatory Consultant
Florida Public Service Commission
Office of Consumer Assistance & Outreach
1-800-342-3552 (phone)
1-800-511-0809 (fax)

Antonia Hover

From: Ellen Plendl
Sent: Tuesday, February 15, 2022 12:40 PM
To: 'elvinmiller@att.net'
Subject: Consumer Inquiry - Florida Power & Light Company

Ms. Patricia Miller
elvinmiller@att.net

RE: FPSC Inquiry 1390165C

Dear Ms. Miller:

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We will add your feedback to Docket No. 20210015, regarding FPL's petition.

If you have any questions, please contact me at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Ellen Plendl
Regulatory Consultant
Florida Public Service Commission
Office of Consumer Assistance & Outreach
1-800-342-3552 (phone)
1-800-511-0809 (fax)

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Tuesday, February 15, 2022 12:18 PM
To: Ellen Plendl
Subject: FW: Florida Power and Light

Please find attached email received and responded to by the Governor's Office of Citizen Services. This email is forwarded to your office for review and any response or action appropriate.

Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: elvin miller <elvinmiller@att.net>
Sent: Monday, February 14, 2022 9:48 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Florida Power and Light

Dear Governor Desantis,

This email is in reference to FP&L and their unfair rate hikes on our power bills. The citizens of Northwest Florida were lead to believe that we would see a fifteen to twenty dollar hike in our bills due to the transition from Gulf Power. However, we are seeing double and triple bills with little to no kilowatt hour usage than that of the previous month. No justification for our bills to double and triple in amount, and FP&L representatives can't give us a justifiable answer as to why. This rate hike, and worry over what our next bill will be has people sitting in the dark and freezing because we are afraid we won't be able to pay our bill.

When things like this happen, it affects the middle class harder than most. We are the ones who work a 40 hour plus week just to make ends meet and still live from paycheck to paycheck. We are the ones who live just above the poverty line and don't qualify for any assistance from the Government. We can't pay light bills that are higher that our mortgage payments.

I voted for you for our Governor and you have done a fantastic job. I applaud you for standing up to big Government to keep our great state open and free of mandates. I have stood up to people and defended your decisions. We the People of Northwest Florida need your help on this issue. This is of the utmost importance to us. Please be the Governor that we know you to be and take action against this price gauging that FP&L has unleashed upon us.

I look forward to reading your response to my email and how you plan to handle this situation. Thank you for your time.

Sincerely,
Patricia Miller

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Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Tuesday, February 15, 2022 12:09 PM
To: Ellen Plendl
Subject: FW: The New Power Company

Please find attached email received by the Governor's Office of Citizen Services. This email is forwarded to your office for review and any response or action appropriate.

Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: Samantha Mann <samiek942@gmail.com>
Sent: Tuesday, February 15, 2022 9:25 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: The New Power Company

Good Morning Governor Desantis,

I am Emailing in regards to the concern of the new FPL Power company in Florida. My power bill has DOUBLED since they took over and I havent had the air or heat on and my husband and I use our stove once a week. We live in a 700 square foot apartment and for MONTHS our bill has been 65\$. After FPL took over our bill was over 130\$, which is ridiculous and a lie. I encouraged my husband to call the company to get an explanation and the company offers no customer service representatives to talk to, which further leaves the impression something illegal is going on.

I am aware you approved this increase and I would like to know why you would do this to your state and your people especially since it's a monopoly company and there are NO OTHER options in the area. I'm aware it is an election year and this has rubbed many citizens the wrong way. I know people whose bill is going to be over 400\$ because of it doubling.

I would beg and encourage you to get involved and stop this company from robbing people blind, especially since NO ONE was notified of an increase.

Thank you,
Samantha Mann

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